

# ON-THE-JOB Training

Whether on-the-job training is done by the supervisor or by an experienced, high-performing staff member who has been trained in teaching methods, there are some critical factors to consider in making this an effective learning experience. The **3P + E** approach works:

## **P**resent

Prepare a step-by-step written process and flowchart.  
Explain and demonstrate one step at a time.

## **P**practice

Have employee practice and master each step before demonstrating another.  
Have employee practice putting all the steps together. Coach and give feedback until task is mastered.

## **P**perform

Allow the employee to perform solo. Do this for a reasonable amount of time.

## **E**valuate

After the trial period, review results achieved. Give feedback on what is working well and what needs to be changed. Provide additional coaching if needed.